

Woodhill Surgery
PATIENT REPRESENTATIVE GROUP

Terms of Reference

Introduction

Woodhill Surgery Patient Reference Group (WH PRG) hereinafter referred to as the 'Group', was established in accordance with Patient participation directed enhanced service (DES) for GMS contract, guidance and audit requirements 2011/12/13/14.

The terms of reference stated in this document set out the aims, membership, remit and responsibilities of the Group.

Aims of the Group

The aims of the Group are to:

1. Give patients a voice in the organisation and provision of their care
2. Contribute to the continuous improvement of services provided by Woodhill Surgery
3. Promote communication and co-operation between Woodhill Surgery and patients
4. Influence (from a patient perspective) the provision of secondary healthcare in the local area
5. Provide a link between the Group and the CCG PRG

Membership of the Group

- Patient representatives from Woodhill Surgery
- Woodhill Surgery Practice Manager or designated Deputy
- A partner from Woodhill Surgery (if requested by the Group)
- A representative from Mayfield and Five Ashes Parish Council
- Other invited individuals as may be determined by the Group from time to time

The Group will, as far as possible, endeavour to be a representative mix of the Mayfield population.

Membership will be reviewed on an annual basis.

The Group will elect a Chair and CCG PRG representative. The secretarial duties will be carried out by the Practice Manager and/or his Deputy.

Frequency of Meetings

The Group will endeavour to meet no fewer than three times a year.

Conduct of the Group

Members of the Group will at all times act with integrity and in a suitably professional, objective and co-operative manner. They will:

- Listen to and respect the opinion of others and respond with sensitivity
- Views expressed should be personal, unless specifically represented and clarified otherwise
- Respect the confidentiality of any information gained by the Group, not already available in the public domain

Members of the Group should aim to attend all scheduled meetings and will attend at least two meetings each year.

Agreed and adopted by PRG members on 09.06.2021